

Personnel Department

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Department Statement

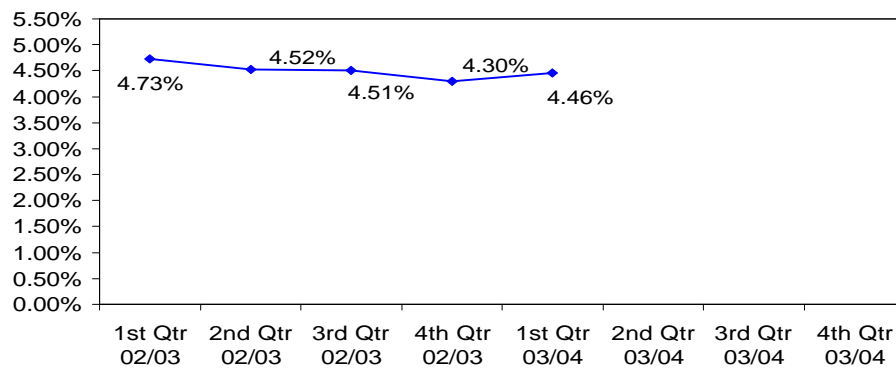
The Personnel Department partners with departments and employees to hire, compensate, support, and develop a diverse workforce that is dedicated to delivering high-quality services to the community.

Key Services

Employee testing and recruitment, safety, training and development, classification and compensation, benefits, labor relations, employee assistance and wellness programs, and records.

Phone 602-534-3467

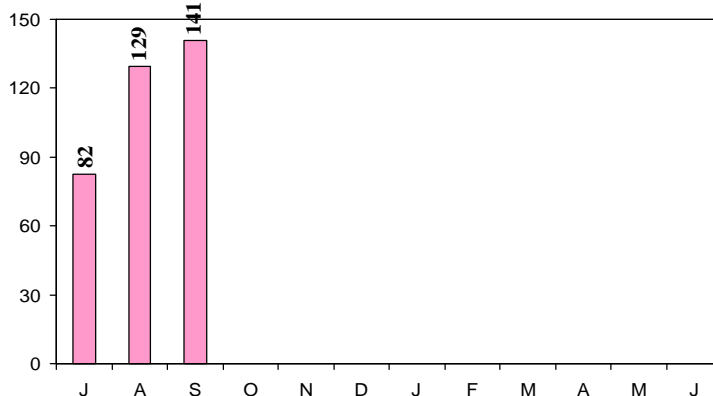
Annualized Employee Turnover Rate (Regular, Full-time Employees)



Average Work Days for Recruitment from Opening to Creation of Eligible List

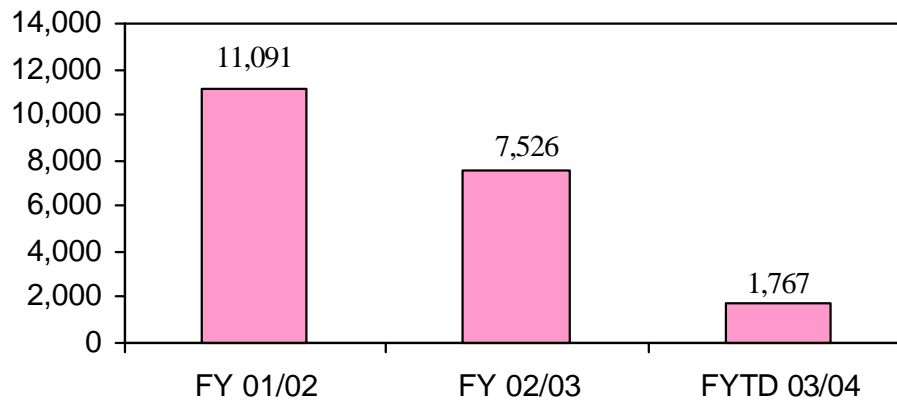
	1st Qtr 02/03	2nd Qtr 02/03	3rd Qtr 02/03	4th Qtr 02/03	1st Qtr 03/04	2nd Qtr 03/04	3rd Qtr 03/04	4th Qtr 03/04
Average Work Days	33.4	33.6	33.9	21.7	22.9			
Number of Recruitments	162	169	54	46	79			
Number of Applications	13,633	13,472	1,522	2,313	6,208			

Average Work Days from Vacancy to Fill Date (for positions filled during the month)



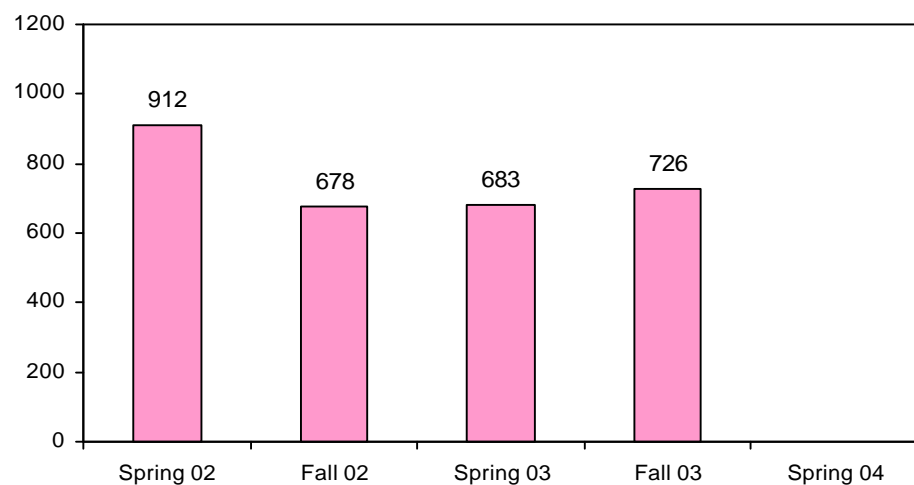
Personnel $\frac{3}{4}$ continued

Number of Participants in Employee Development-Sponsored Classes *

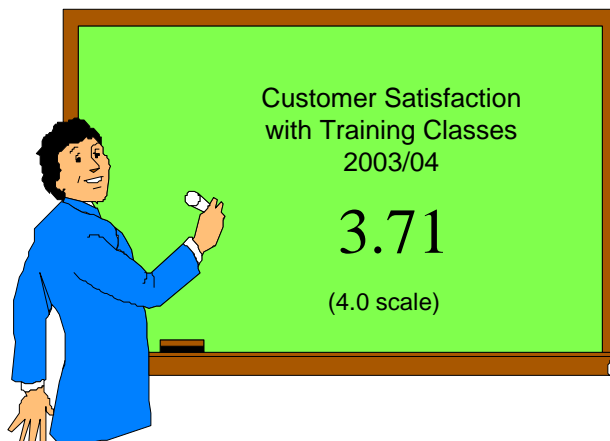


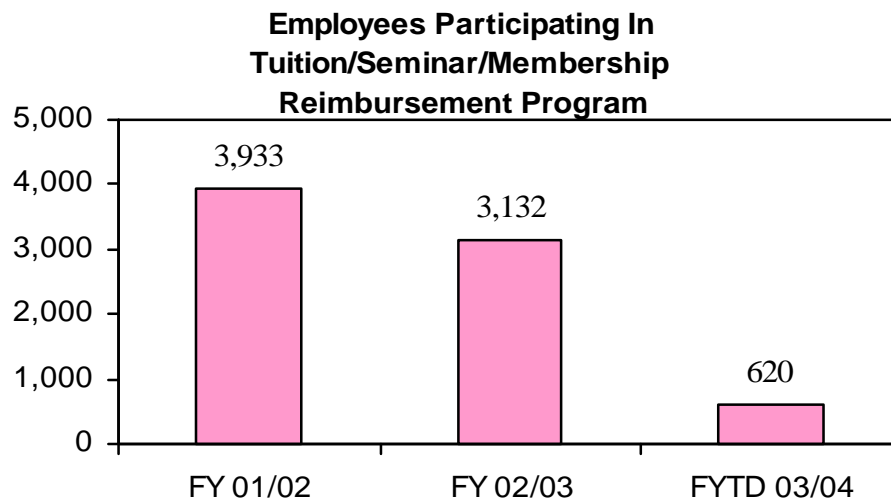
*Numbers do not reflect training sponsored by other departments/functions such as computer training, SAP, CHRIS, and other department-specific training. Training related to the Language Program is reported separately.

Number of Participants in the Language Program *



*Number includes Cultural Awareness Workshops



Personnel ³/₄ continued**Employee Grievances***

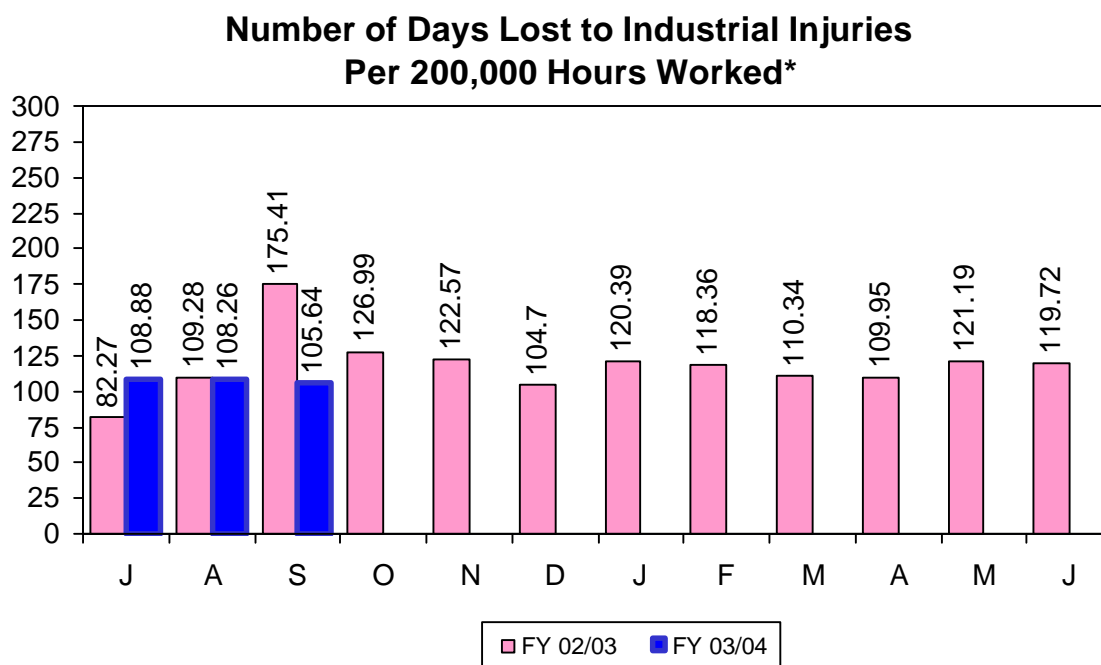
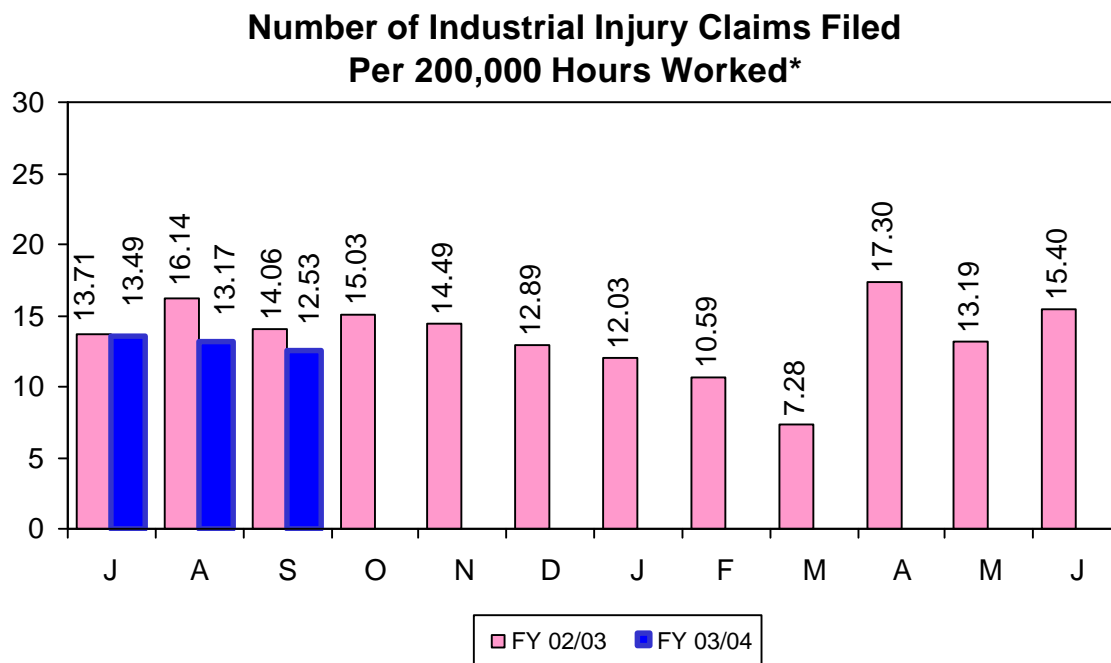
	FY 2003-04
Grievances Resolved by Labor Management (Step 3.5)	6
Grievances Decided by the Grievance Committee (Step 4.0)	3

*Due to the recent development of a new tracking process, there are no comparable data for fiscal year 2002-03.

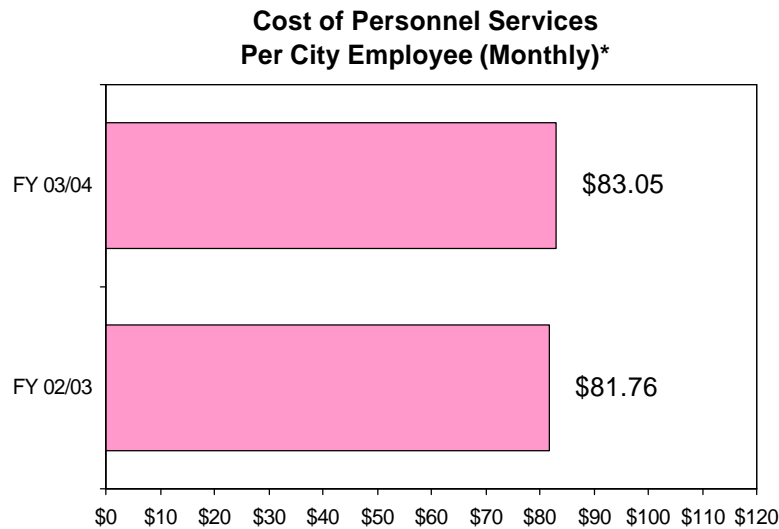
Health Education Centers*

	2nd Quarter – 02/03 (Oct/Nov/ Dec)	3rd Quarter – 02/03 (Jan/Feb/ March)	4th Quarter - 02/03 (April/May/ June)	1st Quarter - 03/04 (July/Aug/ Sept)	2nd Quarter - 03/04 (Oct/Nov/ Dec)	3rd Quarter – 03/04 (Jan/Feb/ March)	4th Quarter - 03/04 (April/May/ June)
Total Self- Administered Health Tests	56,775	53,033	63,032	Not Available			
Average Tests Per Day	863	828	954	Not Available			

*There are 26 Health Education Centers (blood pressure and weight self-check stations).

Personnel $\frac{3}{4}$ continued

*Based on 100 employees working a full year.

Personnel $\frac{3}{4}$ continued

*Figure based on the actual budget, rather than the estimated budget.

Comments/Highlights

Recruitment and Applicant Statistics – The significant drop in the number of recruitments and applicants for the third and fourth quarter of fiscal year 2002-03 can be attributed to four major factors: Historically the third quarter has been slower for recruitments and applications; departments changed recruitment priorities until final decisions were made about budget cuts, which resulted in longer recruitment periods; reduced advertising and outreach resulted in fewer applicants and longer recruitment periods; and vacancies in key positions in Personnel and in customer departments resulted in delays in evaluation and processing of applications.

Women's Commission Seminar - On September 23 two staff members represented the City at the Women's Commission Seminar at Phoenix College. The seminar's focus was financial planning for women. Working from a booth, the staff members distributed information regarding employment opportunities with the City and discussed non-traditional careers for women.

Language Program –

- Two American Sign Language classes started this month; one in the morning and one in the afternoon. A total of 22 participants are enrolled.
- Twenty-four participants attended the Chinese Cultural Awareness Workshop on September 19.
- The total number of Unit III and Benefit Category 8 employees certified during this fiscal year is 18. The total number of employees certified in Unit III and Benefit Category 8 is 325.
- The total number of Police Officers and civilians certified during this fiscal year is 11. The total number of Police Officers and civilians certified is 407.

Police Recruit - On September 20, staff administered the Police Recruit exam at the Phoenix Civic Plaza. Of the 214 applicants who tested, 177 passed and 37 did not pass.

Career Fiesta 2003 - On September 16 and 17, staff will represent the City of Phoenix at Arizona State University's Career Fiesta 2003. This annual fall career fair is expected to draw more than 100 employers.